From: Axon Evidence
To: Eligio Lara
Subject: Axon Service Update
Date: Monday, April 14, 2025 12:20:06 PM

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AXON SERVICE UPDATE

Incident Status:	*Mitigated*
Approximate Start Time:	*04/14/2025 00:00 PDT (-8:00 UTC)*
Incident Type:	*Performance Degradation or Outage*
Product(s) Impacted:	*Axon Records, Axon Standards, Auto-Tagging, ALPR, My90, BWC Remote CAD Activation*
Service(s) Impacted:	*3rd Party Integrations*
Region(s) Impacted:	*US State & Local Government*

The current incident impacting services dependent on 3rd party integrations has been mitigated. At this time, all services should be restored to full functionality.

Impact:

During this period, users may have experienced delays in the following services:

- Axon Records (Call for service integrations and automatic report creation)
- Auto-Tagging
- CAD-based Remote Activation of Body Worn Cameras
- ALPR
- My90

We appreciate your patience while we worked to resolve this incident. If you have any questions, please contact our Support team.

Email: support@axon.com

North America: 1-800-978-2737 ext 4

UK: +44 1-327-709-666

Australia: 1-800-512-069

New Zealand: 1-800-005-161

Contact Us

Sincerely,

Axon
Protect Life

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